Call Recorder – Administrators

QUICK REFERENCE GUIDE

Admin - Users:

If you have administrative permissions you'll be able to select the Admin option on the top next to Browse & Live. Administrators can modify users, disable and enable recordings for users, and create and edit tags for system use.

1. Click on the admin option
2. Users screen is the default screen
3. Scroll through the pages by clicking the arrows at the top
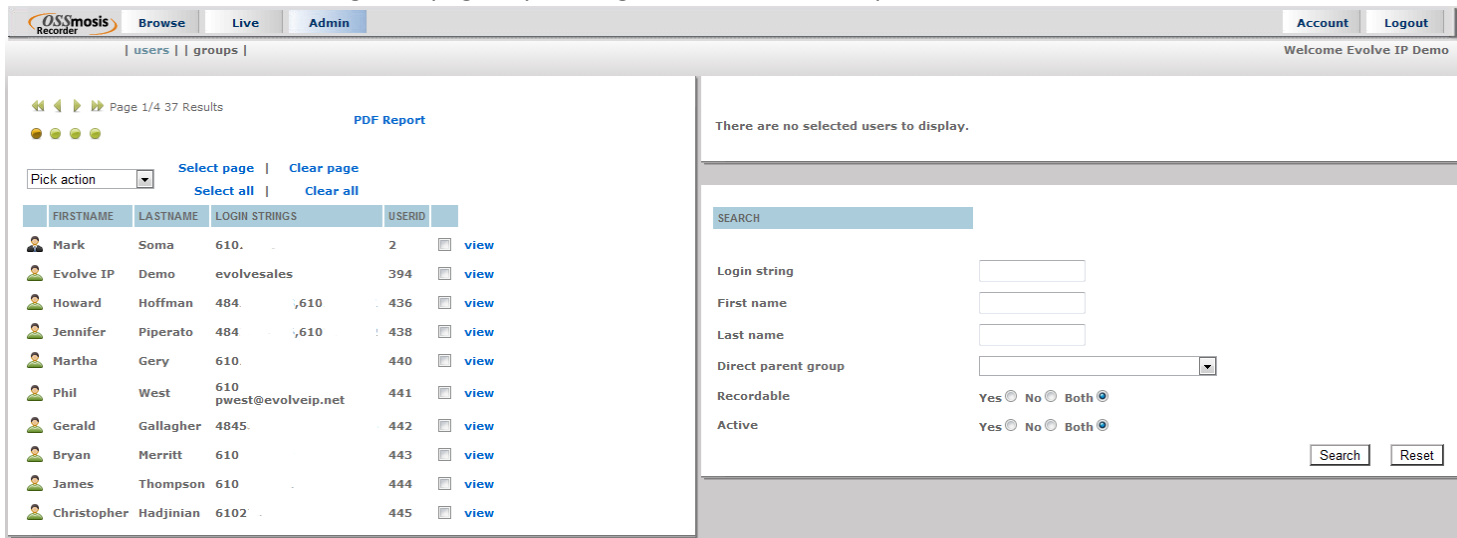
4. Select all will check all boxes
5. Clear all will clear all boxes
6. Select page will check all boxes on that page
7. Clear page will clear all boxes on that page

8. Click on the box next to the user you'd like to edit or in the search field enter the login string (usually User ID. You can use the asterisk (*) symbol) or first name, or last name, or select direct parent group, or select recordable or select active, then press search.
9. If you use the search option you must click reset in order to use the select agent view.
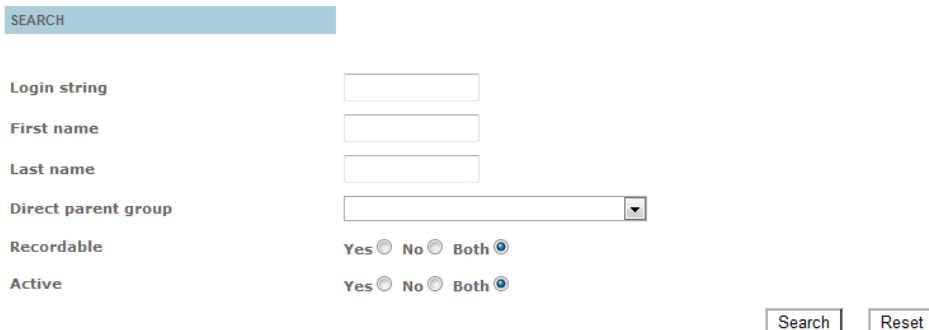
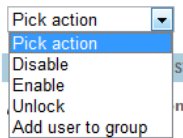### To Disable a user from being recorded (monitored):

1. Select the user that you'd like to disable by checking the box next to the user's name.
2. Go to pick action dropdown menu and select disable

Pick action
Pick action
Disable
Enable
Unlock
Add user to group
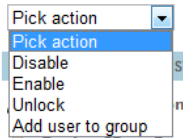
3. In pop up select OK
4. You should see the user grayed out

To Enable a user to be recorded (monitored):
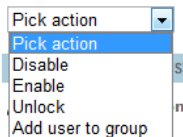
1. Select the user that you'd like to enable by checking the box next to the user's name.
2. Go to pick action dropdown menu and select enable

Pick action
Pick action
Disable
Enable
Unlock
Add user to group

3. In pop up select OK
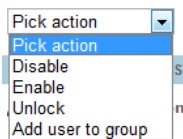4. You should see the user is available to be recorded.

To Unlock a user:

1. Select the user that you'd like to unlock by checking the box next to the user's name.
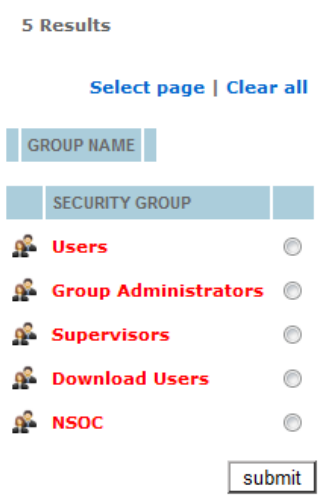2. Go to pick action dropdown menu and select Unlock

Pick action
Pick action
Disable
Enable
Unlock
Add user to group

3. In pop up select OK
4. The agent will now be unlocked

Add a user to a group:

1. Select the user that you'd like to add to a specific group by checking the box next to the user's name.
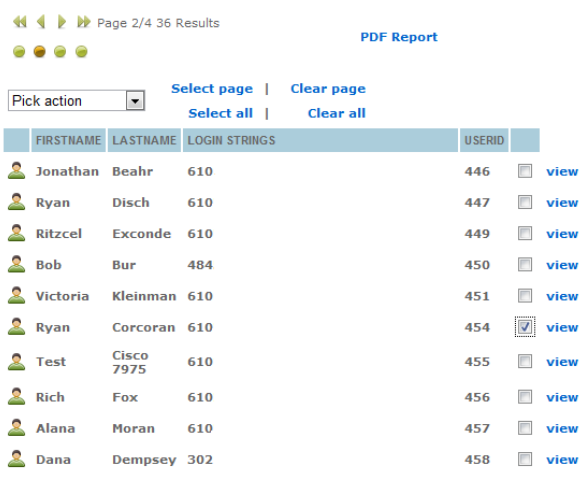2. Go to pick action dropdown menu and select Add To Group

Pick action
Pick action
Disable
Enable
Unlock
Add user to group

3. Select group in new screen by selecting the radio button next to the group name.

5 Results

Select page | Clear all

GROUP NAME

SECURITY GROUP	
Users	⊙
Group Administrators	⊙
Supervisors	⊙
Download Users	⊙
NSOC	⊙

submit

4. Click Submit
5. Click View on User
6. The new group will be located in the direct group section.

To Edit a user:
1. Select the user that you'd like to edit by checking the box next to the user's name.

◄◄ ◄ ► ►► Page 2/4 36 Results   **PDF Report**

Pick action ▼   Select page | Clear page
                    Select all | Clear all

FIRSTNAME	LASTNAME	LOGIN STRINGS	USERID		
Jonathan	Beahr	610	446	☐	view
Ryan	Disch	610	447	☐	view
Ritzcel	Exconde	610	449	☐	view
Bob	Bur	484	450	☐	view
Victoria	Kleinman	610	451	☐	view
Ryan	Corcoran	610	454	☑	view
Test	Cisco 7975	610	455	☐	view
Rich	Fox	610	456	☐	view
Alana	Moran	610	457	☐	view
Dana	Dempsey	302	458	☐	view

2. Click on View

view

3. On the screen to the right click on Edit

edit

4. You can edit the following fields:
   a. First Name
   b. Last Name
   c. Login Strings (User ID=users & Email address=admins)
   d. Password
   e. Recordable (Yes or No)
   f. Force password change (Yes or No)
5. Click on Submit

Admin – Groups:

Within the administrative permissions you have the ability to create groups to add agents to. You can create, delete, edit, and create a parent group with direct groups below (group tree).

1. Click on Admin option
2. Click on Groups next to user
3. Select page will check all boxes
4. Clear page will clear all boxes on the page

Select page | Clear page

Clear all

5. Select a group by checking the box next to the group name
6. Clear all will clear any selected group

Pick action ▼		Select page | Clear page
		Clear all

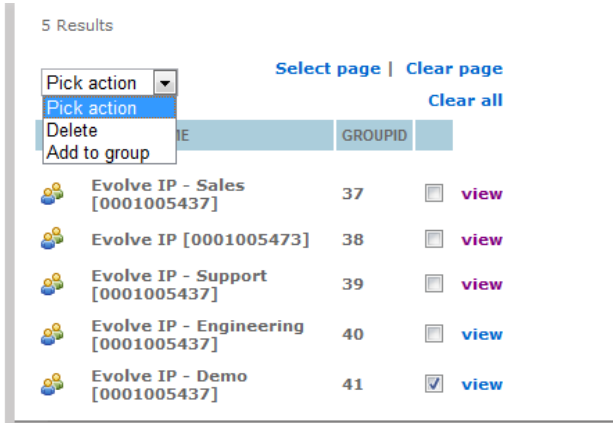|	GROUP NAME	GROUPID	
👥	Evolve IP - Sales [0001005437]	37	☐ view
👥	Evolve IP [0001005473]	38	☐ view
👥	Evolve IP - Support [0001005437]	39	☐ view
👥	Evolve IP - Engineering [0001005437]	40	☐ view
👥	Evolve IP - Demo [0001005437]	41	☐ view

Create New Group

1. Click on Create New on the right screen.
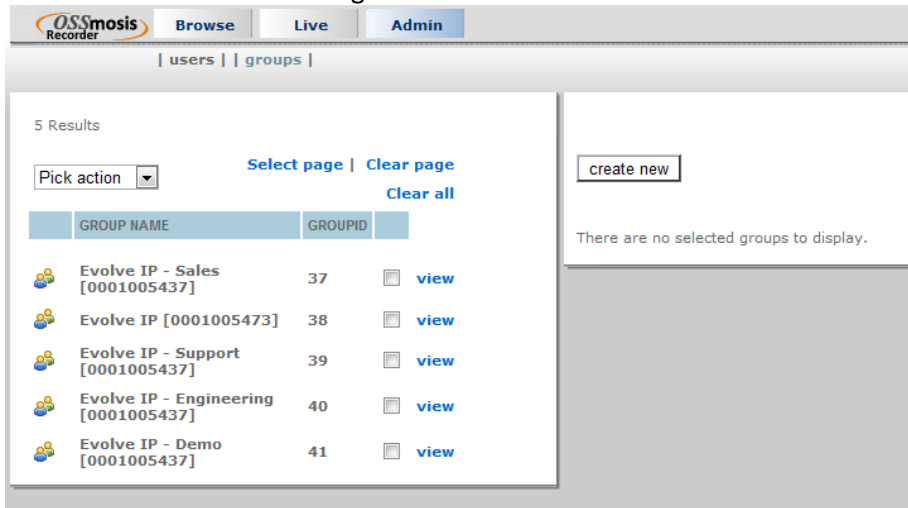
2. On the right enter the Group Name
3. If there is a maximum for the number of logins being recorded for this group you can check the box to the left of Recordable login string quota and then enter the number of logins for the group in the box to the right.
4. Click on Submit

Delete Group
1. In the group selection check off the group you'd like to delete
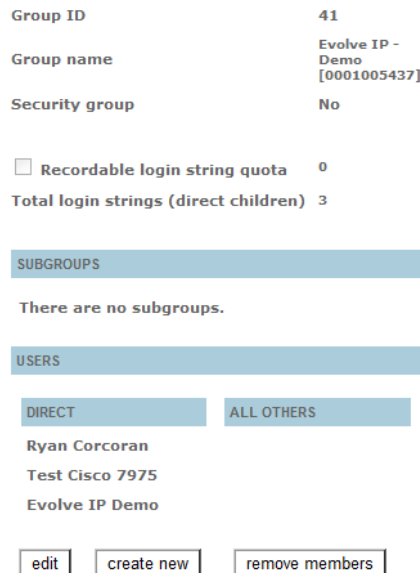2. In the pick action dropdown menu select delete

3. Click ok in confirmation window
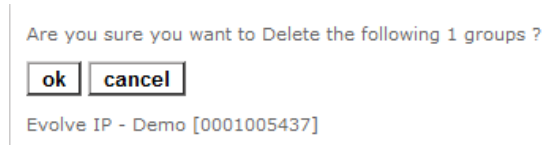
Edit Group
1. In the group select check off the group you'd like to edit
2. Click on view next to selection
3. **view**

    a. To Edit Group Name or recordable login string quota select edit in the new window to the right

        i. You can edit the Group name or Login string quota
        ii. Click on Submit

    b.   To remove members from the group
        i.   Click on Remove Members

        ii.
        iii.   Put a check next to the members you'd like to remove
        iv.   Click on submit

    c.   Create a subgroup under the existing group
        i.   Through view screen
        ii.   Select group that you'd like to create a subgroup for
        iii.   Click on View
        iv.   Select create new
        v.   Enter group name
        vi.   Click on submit

To add a group to an existing group
1. Select group you'd like to add to a parent group
2. From the pick action dropdown menu select add to group
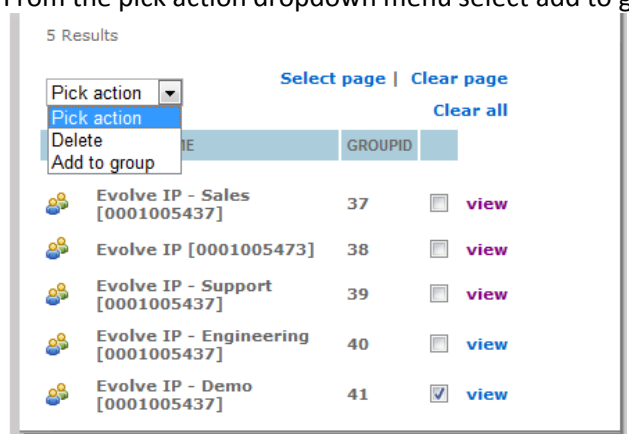
3. Select parent group to add group to
4. Click on submit